

## **SECRETARY TO THE CITY MANAGER**

### **DEFINITION**

Under general supervision, to provide specialized, confidential, and highly responsible secretarial and administrative support, and perform word processing, typing and file maintenance duties for the City Manager's office; to assist in scheduling and the handling of City Hall office details; to relieve management staff of administrative details; and to perform related work as required.

### **CLASS CHARACTERISTICS**

This is a paraprofessional classification, reporting to the City Manager or his/her designee. Incumbents in this class are expected to independently accomplish duties that involve exercising sound decision making and proper judgment.

### **EXAMPLES OF DUTIES** (Illustrative Only)

- Performs responsible administrative, clerical and technical work in support of the City Manager's office
- Answers multi-line telephone and receives visitors; evaluates needs and directs callers and visitors
- Types, edits and formats data, reports, correspondence, and promotional materials
- Maintains a variety of confidential records and files
- Handles routine departmental correspondence independently, and maintains files of correspondence, contracts, and other records and documents
- Assists staff by performing duties related to special assignments or projects including researching and compiling information
- Receives and distributes incoming mail; review and evaluate mail to identify those items requiring priority attention of the City Manager
- May assist with public relations efforts including press releases and special events
- Responds to employee, citizen and City Council inquiries via telephone and in person
- Assists management in the administration and coordination of special projects
- Coordinates and makes travel arrangements; maintains appointment schedules and calendars; arranges meetings and conferences for managers and City Council
- May provide confidential assistance to other department heads as assigned

## **QUALIFICATIONS**

### **Knowledge of**

- Basic research and statistical methods
- Business letter writing and report preparation
- Record keeping and reporting practices
- City organization, policies and procedures
- Principles and practices of technical report and business letter writing
- Correct English usage, grammar, spelling and punctuation
- Modern office practices and technology, including typical personal computer hardware and software applications
- Basic arithmetic

### **Skill in**

- Performing complex administrative and clerical work
- Researching and analyzing information and data
- Providing excellent customer service via telephone and in person
- Working with accuracy and thoroughness under tight deadlines
- Understanding and carrying out oral and written instructions
- Organizing work activities, meeting deadlines and completing work accurately
- Operating a variety of office equipment including personal computers, fax machines, copiers, etc.
- Communicating clearly and concisely, both orally and in writing
- Maintaining accurate and effective filing systems and records
- Maintaining confidentiality of all records and information
- Performing simple mathematical calculations
- Accurately transcribing from dictating equipment
- Typing accurately at a rate of 50 words per minute
- Establishing and maintaining effective working relationships with those contacted in the course of work

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to the completion of the 12<sup>th</sup> grade, supplemented by specialized secretarial or clerical training or coursework, and five (5) years of increasingly responsible senior administrative/clerical work experience, including employment in a municipality or an organization in which there was considerable public contact.

#### **Substitution:**

An Associate of Arts degree with major coursework in business, public or office administration may be substituted for one (1) year of the required experience.

## **LICENSES AND CERTIFICATES**

Possession of a valid California driver's license.

**PHYSICAL DEMANDS**

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, twist and reach while performing office duties; lift light weights. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

FLSA: NE  
Confidential Unit

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.